



**DEERHURST**  
RESORT  
MUSKOKA

## **A MESSAGE TO OUR GUESTS: HOW DEERHURST RESORT IS ADDRESSING COVID-19 CONCERNS**

The comfort, safety and enjoyment of our beautiful part of the world is our number one priority for our guests, not only in times of concern like that with the Covid19 virus, but always. At this time, we understand that some people may choose to stay closer to home rather than travel, but at the same time recognize that far more will continue with their travel plans, looking for a place that feels safe, shows care for their guests and that does their best to provide as worry-free an experience as possible. I am confident you will find exactly that at Deerhurst Resort.

### **STEPS DEERHURST IS TAKING:**

The most effective thing we all can do is wash our hands often, use hand sanitizer when possible, and keep our hands away from our faces. This is already a fundamental part of our training and the operation of the resort on a day to day basis, even above the strict government mandated health requirements in hotel and restaurant operations. During this time of heightened concern, at Deerhurst we are:

- Increasing the frequency of disinfecting in all of our common spaces
- Increased access to hand sanitizers in all locations
- Adding additional hand washing stations in high traffic areas
- Implemented a communication strategy to ensure everyone is reminded of taking these precautions themselves
- Continue to communicate with our hosts and guests as new information becomes available or as new requirements become necessary.
- With the information provided to us by our government health agencies and our professional associations we know what to look for in terms of symptoms of the Covid19 virus and what actions to take in these cases in accordance with the resort's overall Emergency Preparedness Plan.
- If any of our hosts are not feeling well they are asked to stay home and, if experiencing flu-like symptoms, would be advised to contact their doctor or public health unit by calling ahead.

I know that our team places the utmost importance in showing care for our guests and this only better prepares us in times of concern like this. Providing you with a healthy, comfortable, and safe place to explore, to be on vacation, and to work is our number one priority.

Sincerely,

Jesse Hamilton  
General Manager

03/11/2020